

# Emergency Centres Plan

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## **FOREWORD**

When any emergency occurs it is important that responding organisations have plans in place to ensure an appropriate and coordinated response. Emergencies can affect people in many different ways. Survivors and evacuees have specific immediate needs as do the family and friends of people who have been affected by emergencies.

Fife Council has made a considerable investment in planning to ensure that, when necessary, people who have been affected by an emergency can be temporarily cared for or accommodated in suitable premises by staff trained in the various roles required in establishing and operating an emergency centre.

This plan sets out the arrangements that Fife Council has in place working with partners to ensure that emergency centres can be quickly established and managed to deal with the needs of survivors, family and friends and evacuees.

Being able to do this relies on the support and assistance of a large number of council staff from across all directorates, many of whom have volunteered for these emergency roles and are prepared to support a 24/7 response.

Fortunately the frequency of incidents requiring the establishment of an emergency centre, including evacuations, is low. However this adds to the challenge of ensuring that plans and arrangements are robustly maintained. Continuous improvement is achieved through a robust training programme, identifying lessons from activations of the plan and annual reviews.

Fife Council is strongly committed to ensuring an efficient and effective response to emergencies. This plan ensures that an appropriate emergency centre will be established to provide shelter and support for people affected by an emergency.

**Steve Grimmond**  
**Chief Executive**

## DISTRIBUTION

<b>POST</b>	<b>ORGANISATION</b>
Chief Executive	Fife Council
Executive Director, Education and Children's Services	Fife Council
Executive Director, Enterprise and Environment	Fife Council
Executive Director, Finance and Corporate Services	Fife Council
Executive Director, Communities	Fife Council
Director of Health and Social Care	Fife Council
Assessor	Fife Council
Area Senior Officer	Scottish Fire & Rescue Service (Fife)
Head of Asset, Transportation and Environment	Fife Council
Head of Economy, Planning and Employability	Fife Council
Head of Housing Services	Fife Council
Head of Area Services	Fife Council
Head of Education & Children's Services (Early Years & Early Primary)	Fife Council
Head of Education & Children's Services (Senior Phase & Employability)	Fife Council
Head of Education & Children's Services (Enhancing Opportunities for the Vulnerable)/ Chief Social Work Officer	Fife Council
Head of Education & Children's Services (Equity and System Improvement)	Fife Council
Head of Education - Education & Children's Services (Broad General Education)	Fife Council
Divisional General Manager East Fife	Fife Council
Divisional General Manager Fife Wide	Fife Council
Divisional General Manager West Fife	Fife Council
Head of Revenue and Shared Services	Fife Council
Head of Financial Services	Fife Council
Head of Business Technology Solutions	Fife Council
Head of Human Resources	Fife Council
Communications and Customer Insight Manager	Fife Council
Emergency Resilience Team	Fife Council
Corporate Incident Managers	Fife Council
Local Authority Liaison Officers	Fife Council
Senior Manager (Catering & Cleaning & Facilities management)	Fife Council
Education Facility Service	Fife Council
Council Customer Services Management	Fife Council
Business Managers (Education)	Fife Council
Heads of Community Use (Schools)	Fife Council
Emergency Centre Response Team	Fife Council
Voluntary Aid Organisations (Various)	Local and National
Emergency, Events and Resilience Planning	Police Scotland (Fife)

## REVIEW DATES

June 2012			
November 2013			
June 2016			

## RECORD OF EXERCISES

<b>Exercise Name</b>	<b>Exercise Type</b>	<b>Venue</b>	<b>Date of Exercise</b>
Exercise Auchtertool	Mock Emergency Centre Workshop	Auchterderran Centre	28 June 2012
Exercise Templehall	Mock Emergency Centre Workshop	Templehall Community Centre	22 November 2012
Exercise Kelty	Mock Emergency Centre Workshop	Kelty Community Centre	27 June 2013
Exercise Parkgate	Mock Emergency Centre Workshop	Parkgate Community Leisure Centre	1 <sup>st</sup> April 2014
Exercise Baldridgeburn	Mock Emergency Centre Workshop	Baldridgeburn Community Leisure Centre	4 <sup>th</sup> August 2015
Exercise Bowhill	Mock Emergency Centre Workshop	Bowhill Community Learning and Development Centre	23 <sup>rd</sup> May 2016
Exercise Kelty	Mock Emergency Centre Workshop	Kelty Community Centre	25 <sup>th</sup> November 2016

## INTRODUCTION

### 1.1 AIM

The aim of this plan is to detail the council's arrangements to activate and manage, or to support the management of, an emergency centre (as defined in 3.4.2).

### 1.2 OBJECTIVES

The objectives of this plan are to:

- Ensure that Fife Council and supporting responders effectively support people affected by an emergency who, for whatever reason, require to be temporarily accommodated in an emergency centre
- Define the different types of Emergency Centres that may be activated
- Describe the key roles and responsibilities of Fife Council staff in relation to the activation and management of an emergency rest centre
- Detail the activation, and stand down, procedures for an emergency centre
- Detail the resources that are available to Fife Council staff to support the operation of an emergency centre

### 1.3 CONTEXT

Caring for people who have been affected by emergencies is a specific area of concern in relation to preparing for, responding to and recovering from emergencies.

This includes providing temporary accommodation in an Emergency Centre for those who have been temporarily displaced as a result of an emergency situation. There are various types of centres, depending on the circumstances from which those attending the centre have been removed, and these are detailed in 3.4.2

Local authorities have the lead responsibility for the establishment, operation and management of Emergency Rest Centres. While the emergency services will be responsible for Survivor Reception Centres and Family and Friends Reception Centres, local authorities will have a significant supporting role within these centres.

The council has specific responsibilities in relation to Emergency Centres:

- Provide temporary shelter and care for displaced people
- Management and operation of Emergency Rest Centres and Humanitarian Assistance Centres
- Provide assistance to the emergency services where Survivor Reception Centres (SRC), and Family and Friends Reception Centres (FFRC) are required
- Record basic details about the people who have been provided shelter
- Identify further welfare needs and make arrangements for support

## **1.4 SCOPE**

This plan details how Fife Council will establish and operate an Emergency Centre and has been set at a level to allow Fife Council to deal effectively with a large scale evacuation of people from single or multiple locations.

The arrangements described focus on Emergency Rest Centres but are flexible and adaptable and can be applied to support the management of any type of Emergency Centre (detailed in 3.4.2), as necessary.

An Emergency Centre is not intended to become a place of overnight accommodation for evacuees and therefore, arrangements for this are not covered within this plan.

The arrangements in this plan do not refer to the wider gamut of the management of the emergency incident which will have been established and has resulted in a decision to establish an emergency centre. These are detailed within Fife Council's Generic Emergency Plan.

## **1.5 PLANNING ASSUMPTIONS AND LIMITATIONS**

For the arrangements detailed in this plan to successfully mitigate the impact of an emergency and care for those who have been affected, the following limitations and assumptions are acknowledged:

- Due to the time critical nature of an emergency evacuation (most likely co-ordinated by the police, or other emergency service) the arrival of people at an emergency centre will not always follow a prescriptive format. The arrangements laid out in this plan are thus to be flexible and adaptable
- The evacuation of people is likely to require a multi-agency response and, in this case, the arrangements in this plan will be actioned and co-ordinated as part of the multi-agency response and Council Incident Management Team
- The activation of the arrangements laid out in this plan at any time are reliant on the availability of trained staff and suitable buildings
- Those evacuated from properties are unlikely to all require temporary accommodation at an emergency centre, with many choosing to travel individually to family and friends
- Those evacuated may initially be gathered in a Place of Safety before being moved to an emergency centre if the incident is extended
- Arrangements to transport people to an emergency centre will be made as part of the multi-agency response and so are outwith the scope of this plan
- Evacuated households may have pets but it is unlikely these can be accommodated within an emergency centre. Alternative accommodation can be arranged with family, friends, local vets etc

## **MANAGEMENT AND ADMINISTRATION**

### **2.1 RESPONSIBILITY**

The Chief Executive, Fife Council, is responsible for this plan.

### **2.2 DISTRIBUTION**

This plan is created in Adobe Acrobat PDF format and will be circulated by e-mail as per the Distribution List.

Interim changes will be made and notified to recipients and noted on the published version of this plan on the council's Intranet 'Emergency Resilience' subject pages. The plan will also be available on the FifeDirect website - [Emergency Centre Plan](#)

Revised copies of the plan will be circulated following the review process (see 2.4 Monitoring, Evaluation and Review).

### **2.3 TRAINING AND EXERCISING**

The Emergency Resilience Team have responsibility to deliver ongoing training and development for emergency centre volunteers (currently Fife Council staff) and also for other involved council service staff.

The training includes awareness sessions on incident management, attendance at multi-agency exercises, discussions on vulnerable groups in the community, emergency centre roles and responsibilities, management and operation of emergency centres and registration of evacuees.

Exercises will take the form of workshops, table-top discussions and mock centre scenarios on emergency centre sites. Generally, these events will only be attended by council staff however there may be occasion when multi-agency involvement is required.

### **2.4 MONITORING, EVALUATION AND REVIEW**

The Emergency Resilience Team will be responsible for ensuring that the supporting arrangements in this plan are robustly monitored, evaluated and reviewed.

Ongoing monitoring and evaluation will be maintained throughout the year and any necessary changes to the plan will be distributed as per 2.2 Distribution. A formal review of the plan will take place on a three yearly basis and will be managed by the Emergency Resilience Team.

## INFORMATION

### 3.1 LEGISLATION

Legislation relevant to this plan includes:

**The Civil Contingencies Act 2004:** a responsibility of Local Authorities is to support the emergency services through the provision of and effective management of Emergency Rest Centres for people temporarily displaced.

**Local Government (Scotland) Act 1973:** allows councils, in the event of a disaster or emergency involving danger to life or destruction of property, to incur such expenditure as they consider necessary to alleviate the situation.

**Housing (Scotland) Act, 1987:** Councils have a statutory duty to provide shelter for homeless persons, including those who may have been made homeless by a natural or man made disaster.

**Social Work (Scotland) Act, 1968:** requires councils to provide suitable and adequate facilities for “persons in need” who will include those who have been rendered homeless and require temporary accommodation.

**Health and Social Care Act 2012:** called for the integration of NHS and Local Authority care services under one Health and Social Care Partnership for each area

### 3.2 GUIDANCE

**Scottish Government: Preparing Scotland guidance - Care for People affected by Emergencies, 2009 (under review):**

This document sets out definitive guidance for Regional Resilience Partnerships in Scotland to have robust arrangements in place to support and care for people who have been affected by emergencies. The guidance includes details on emergency centres.

Fife Local Resilience Partnership has formally adopted this guidance which recommends that the **Director of Social Work** is the lead officer in ensuring that the guidance is used to take forward Caring for People contingency planning in Fife.

**Scottish Government: Preparing Scotland guidance - Responding to the Psychosocial and Mental Health Needs of People Affected by Emergencies, November 2013:**

Emergencies and disasters can harm the health of people and communities in many ways. Often, the direct physical effects are readily seen, while the impacts on people’s mental health and wellbeing may be less obvious and are sometimes hidden. Minimising the suffering of individual people, families and communities, and

averting the risk of emotional and psychological injury are important parts of the response to any emergency. This guidance makes recommendations that are relevant to all Category 1 responders and other related organisations. It will be of particular interest to those involved in the wider care for people response.

### **3.3 LINKED EMERGENCY PLANS**

Depending on the nature of the scale of the emergency incident, other council or multi-agency emergency plans or arrangements may also be activated in addition to any activation of this plan. These include:

- Fife Council – Generic Emergency Plan
- Fife Council - Flooding Emergency Procedures
- Fife Local Resilience Partnership - Media and Communications Plan
- Fife Local Resilience Partnership- Recovery Plan

### **3.4 EMERGENCY CENTRES**

#### **3.4.1 GENERAL INFORMATION**

The selection of premises in which to establish an emergency centre is an important decision that has to be made in the response to an emergency incident.

The circumstances of the emergency incident and the type of emergency centre required are the main factors. In this regard the time, scale and location of the emergency incident are significant factors. A minor emergency in a rural area requiring the short term evacuation of a small number of people will require a different response from a large scale evacuation in an urban location.

A core guiding principle of this plan is to have the capability, flexibility and adaptability to be able to activate a proportionate response in establishing an emergency centre.

Clearly the most challenging aspect of this contingency plan is to have arrangements in place which will allow the council to effectively manage a large scale evacuation of people or to establish any other large emergency centre required to support the response to a major emergency.

In this regard the suitability of the premises to support a larger scale evacuation of people is crucial. Fife Council has identified approximately 30 premises geographically situated across Fife that have been designated as suitable for this purpose.

#### **3.4.2 TYPES OF EMERGENCY RECEPTION CENTRES**

There are several types of emergency centre, each having a different purpose:

**Place of Safety:** a temporary place where the emergency services may initially take displaced people. This action is generally taken in the initial stages of an emergency and any suitable nearby building such as a village hall, church, school or hotel may be used. Following further assessment by emergency responders a decision may be made to establish an Emergency Rest Centre and or other centres.

**Emergency Rest Centre (ERC):** a building set-up and managed by the council to provide care and welfare to people evacuated from the scene of an emergency until they can either return home or be provided temporary accommodation.

**Family and Friends Reception Centre (FFRC):** this centre is managed by Police Scotland, with assistance from the council. Its main purpose is to interview any witnesses to the incident and to facilitate reuniting family and friends. The centre will provide reception and registration functions, interview areas, shelter for family and friends and also provide practical and emotional support and assistance.

**Survivor Reception Centre (SRC):** this should be a secure area to which survivors, not requiring hospital treatment, can be taken for short-term shelter and first aid. Police Scotland will manage the centre assisted by the council. Evidence might also need to be gathered at the centre by the police. It will be necessary to provide Reception and Registration functions as well as practical and emotional support and assistance.

**Humanitarian Assistance Centre (HAC):** this facility, managed by the council, will act as a focal point for information and assistance to bereaved families and friends of those missing, injured or killed and to all those directly and indirectly affected following an incident.

### **3.4.3 DESIGNATED EMERGENCY REST CENTRES**

The designated premises are currently council owned and have been assessed as suitable for use as an emergency centre. A number of these premises are managed by Voluntary Management groups. Floor plans have been developed and are held at each centre. They have been assessed as accessible and detail emergency centre layouts. Maximum occupancy numbers for each centre have also been assessed.

The premises have been selected because of their suitability but also to provide an even geographical spread across Fife. It is not possible, practical or proportionate to have designated premises in every town and village in Fife and, depending on the circumstances and location of an emergency incident, transport may have to be provided for those displaced.

The Duty Emergency Resilience Officer holds full details about each emergency centre and will make the decision about which facility would be the most appropriate to activate taking account of scale, geography and limitations. In the event an emergency centre is not available the Duty Emergency Resilience Officer will arrange for other suitable premises to be opened (see 3.4.4 Selection of Emergency Centre Premises).

A map showing the locations of each of the designated emergency centres can be found in Appendix 1 and an example floor plan is displayed in Appendix 2.

#### **3.4.4 SELECTION OF EMERGENCY CENTRE PREMISES**

Fife Council's preference will always be to use a designated premise which has been assessed and deemed appropriate for use as an emergency centre.

However, in an emergency situation it may be necessary to utilise other premises. Decisions on using other premises either as an initial place of safety or for other purposes will be made by the Duty Emergency Resilience Officer in liaison with emergency responders and council colleagues.

Non-designated premises will be subject to suitability and dynamic risk assessment by trained council staff. If deemed necessary, a designated emergency centre location will later be opened and evacuees and staff transferred.

#### **3.4.5 MANAGEMENT AND ADMINISTRATION**

Fife Council has a trained group of staff who form the Emergency Centres Response Team and can provide basic care and welfare for evacuees. More specialist, professional support should be available from other services / agencies as required. The team are based within a range of council services, and participate in the various roles required to establish, manage and operate/ support the operation of an emergency centre.

The Duty Emergency Resilience Officer has responsibility for the selection of premises and the Emergency Centre Manager is responsible for management and operation of the emergency centre.

Fife Council has responsibility for the administration of an Emergency Rest Centre. This involves ensuring evacuees in the centre are registered and their personal, property and specific requirements are recorded and actioned where required. This information is recorded using a manual system and/or an Excel spreadsheet.

Examples of the actions involved in the establishment, management and operation of an emergency rest centre are detailed in Appendix 3.

#### **3.4.6 DEALING WITH THE MEDIA**

When an emergency centre has been established it is normal to have media interest.

All routine media enquiries will, whenever possible, be dealt with by Fife Council Duty Communications Officer. Any media people trying to gain access to the emergency centre should be directed to speak with the Fife Council Duty Communications Officer via the Duty Emergency Resilience Officer.

## **ROLES AND RESPONSIBILITIES**

An incident leading to activation of an Emergency Rest Centre has the potential to involve several key council staff and services and other external organisations.

The principal roles and responsibilities for the purpose of this plan are detailed below.

### **4.1 FIFE COUNCIL**

The council has specific responsibilities in relation to emergency centres:

- Provide temporary shelter and care for displaced people
- Provide assistance to the emergency services where Survivor Reception Centres and Family and Friends Reception Centres are established
- Record basic details about the people who have been provided shelter
- Identify further welfare needs and make arrangements for support
- Management and operation of Emergency Rest Centres

#### **4.1.1 Duty Emergency Resilience Officer**

The Duty ERO is responsible for co-ordinating council service and other agency responses during an emergency incident.

##### Key Tasks

- Establish the appropriate incident management response
- Identify an appropriate facility to be used as the emergency centre and confirm access and availability with janitor or caretaker
- Advise Police Scotland of the name, location and capacity of the selected rest centre
- Request and co-ordinate emergency centre response team staff attendance at the emergency centre
- Request support from appropriate Voluntary Services, if required
- Establish communication links with emergency services and all responding staff and maintain contact until staff can be stood down
- Dependent on the incident, discuss activation of the council's Emergency Control Room with the Duty Executive Director
- Maintain contact and respond to requests from the Emergency Centre Manager for additional/replacement staff, equipment, information, transport requirements and any other support or services
- Provide brief details of the incident to the Duty Communications Officer, Catering, Cleaning & Facilities Management, the Local Authority Liaison Officer, Temporary Accommodation Officer and social care staff as necessary

#### **4.1.2 Janitors / Caretakers**

Janitors and Caretakers play a primary role in the activation of an emergency centre. They will open the identified facility, ensure heating and lighting is on and start setting-up the centre according to the designated emergency centre floor plan. If the facility is not a designated emergency centre, set up of the identified location will be on an ad hoc basis.

##### Key Tasks

- Open up the emergency centre location and prepare for arrival of staff and evacuees
- Liaise with Emergency Centre Manager and provide support to other emergency centre staff as required
- Monitor heating and ventilation of the emergency centre
- Responsible to Emergency Centre Manager

#### **4.1.3 Emergency Centre Manager**

The Emergency Centre Manager has overall responsibility for the management and operation of an Emergency Rest Centre and will link closely with the Duty Emergency Resilience Officer. The Emergency Centre Manager will delegate responsibility for the management of functional areas in the Emergency Rest Centre to an Assistant Manager, where resources permit.

##### Key Tasks

- Manage and co-ordinate all Emergency Rest Centre operations
- Liaise with all attending agencies, e.g. Police, Housing, etc.
- Manage and co-ordinate all centre communications and necessary information sharing
- Ensure the smooth running of the Emergency Rest Centre, requesting support or additional resources via Duty Emergency Resilience Officer/Fife Council's Emergency Control Room
- Ensure accurate information is made available to everyone in the centre
- Arrange closure of the centre once confirmation is received from the Duty Emergency Resilience Officer, debrief all staff and volunteers still present
- Ensure staff are provided a contact number, obtained from Duty Emergency Resilience Officer/Fife Council's Emergency Control Room, allowing them to confirm they have safely arrived at their destination once they have left the emergency centre
- Responsible to the Duty Emergency Resilience Officer/Council Incident Manager

#### **4.1.4 Assistant Emergency Centre Manager**

Where resources permit, the Assistant Emergency Centre Manager will supervise the functional Emergency Centre operations, deputising for the Emergency Centre Manager where required.

#### Key Tasks

- Direct and advise staff in all functional areas in the Emergency Rest Centre
- Co-ordinate the paper and information flow
- Monitor internal and external communications advising the Emergency Centre Manager where centre issues present themselves
- Liaise with, and support, the Emergency Centre Manager in all aspects of running the emergency centre
- Responsible to the Emergency Centre Manager

#### **4.1.5 Support Staff**

Support staff will operate the functional areas in the Emergency Rest Centre liaising with the Assistant Centre Manager or Emergency Centre Manager, sharing relevant centre information and flagging up issues where appropriate.

#### Key Tasks

- Establish and operate functional areas, maintaining all necessary documentation and systems
- Liaise with other Emergency Centre staff and agencies if evacuees require additional assistance
- Ensure up to date information is available to evacuees and emergency centre staff, responding to queries and liaising with other agencies and emergency centres staff as necessary
- Perform other duties as directed by Emergency Centre management

#### **4.1.6 Catering, Cleaning & Facilities Senior Manager**

The Catering, Cleaning & Facilities Senior Manager may be asked to arrange refreshments and/or cooked meals for the centre. They may also be asked to provide cleaning, if required, on closure of the Emergency Rest Centre to restore it for normal business use. If they are unable to meet requests for support, the Duty Emergency Resilience Officer will request support from British Red Cross and other Voluntary Aid Organisations (see 4.3 Voluntary Aid Organisations).

#### Key Tasks

- Provide catering and cleaning staff to support the operation of the centre
- Ensure catering and cleaning staff liaise with centre management and staff

#### **4.1.7 Temporary Accommodation Team**

If accommodation issues are flagged up for evacuees, the Duty Emergency Resilience Officer will request support from the Temporary Accommodation Team, who will be able to arrange for temporary overnight accommodation for those who require this. Initially this request should be made through the council's Customer Contact Centre, contactable 24/7.

#### Key Tasks

- Provide support to individuals and/or families identifying and assessing their short term accommodation needs
- Share relevant information with evacuees and Emergency Centre staff as appropriate
- Liaise with emergency centre management and agencies as required
- Perform other duties as requested by emergency centre management
- Responsible to Emergency Centre Manager

#### **4.1.8 Social Care**

If individual specific requirements or any care issues are identified in the emergency centre, the Duty Emergency Resilience Officer will request support from the Health and Social Care Director's office. Initially, a Social Work Assistant will assess the need and put a service in place where necessary. However, it may be that the Social Work Assistant or a Social Worker should attend the Emergency Rest Centre to meet and discuss requirements in more depth. Social Work's Contact Centre staff will be the first point of contact out of hours.

#### Key Tasks

- Provide support to individuals and/or families identifying and assessing their short term needs
- Share relevant information with evacuees and centre staff as appropriate
- Liaise with Emergency Centre management and agencies as required
- Perform other duties as requested by Emergency Centre management
- Responsible to Emergency Centre Manager

#### **4.1.9 Local Authority Liaison Officer:**

A council Local Authority Liaison Officer will normally be asked to act on behalf of the council to link with the Police Incident Officer at the site of the incident.

#### Key Tasks

- Act as the council's key point of contact at the scene of the incident
- Liaise with the Police Incident Officer at the scene of the incident and the Duty Emergency Resilience Officer/Emergency Control Room
- Assist at the Emergency Centre if required

## **4.2 POLICE SCOTLAND**

Police Scotland has overall responsibility for identifying the need for and management of a Survivor Reception Centre or Family and Friends Reception Centre. The council will assist and support the police in the establishment and operation of these centres, as required. The specific roles and responsibilities of police staff deployed to manage a Survivor Reception Centre or Family and Friends Reception Centre will be detailed in Police Scotland's standard operating procedures or emergency plans.

Where an Emergency Centre under the management of Fife Council has been established, Police Scotland have a key role in ensuring that there is effective liaison between personnel deployed at the emergency centre, the incident scene and control rooms. They will deploy a Police Liaison Officer (PLO) to the Emergency Centre who will work closely with the Emergency Centre Manager.

#### **4.2.1 Area Control Room East Overview / Police Liaison Officer**

Key Tasks:

##### **Area Control Room East Overview**

- Arrange for and deploy a PLO to the Emergency Centre

##### **Police Liaison Officer**

- Attend emergency centre and liaise with Emergency Centre Management
- Assist with establishing and controlling the Reception area
- Ensure all affected persons at the emergency centre are documented by local authority staff, police officers and/or suitable volunteers
- Maintain appropriate documentation
- Establish communications with Casualty Bureau
- Liaise with Area Contact Centre, and obtain regular situation reports
- Brief centre occupants of developing situation via emergency centre staff
- Ensure no media intrusion
- Attend regular liaison meetings with senior staff from other agencies
- Stand down on instruction of Police Incident Officer and submit final report.

#### **4.3 VOLUNTARY AID ORGANISATIONS**

A number of local and national voluntary organisations can provide support, assistance or general welfare support at an emergency centre. In most situations the principal support required will be the provision of refreshments and general support for the evacuees. First aid and radio communications are other areas where support may be required.

The Emergency Resilience Team will maintain liaison with the voluntary groups involved in supporting an emergency centre. Full details of the roles, responsibilities and capabilities of these groups are contained in the council's Generic Emergency Plan.

With regard to supporting the operation of an ERC the principal organisations are detailed below.

#### **4.3.1 British Red Cross**

The British Red Cross can deploy locally qualified resources across Scotland to provide support during an emergency. The Duty Emergency Resilience Officer will request their support to assist at a Fife Council Emergency Centre. A Memorandum of Understanding has been agreed between British Red Cross and Fife Council for this purpose.

##### Key Tasks

- Liaise with the Duty Emergency Resilience Officer/Emergency Control Room and Emergency Centre management
- Support the incident response by providing assistance where required

#### **4.3.2 Fife Raynet**

Fife RAYNET can provide radio communications, including back-up links between, the emergency centre, the council's Emergency Control Room and other locations. They will be requested to attend by the Duty Emergency Resilience Officer.

##### Key Tasks

- Support communications between the emergency services, the Duty Emergency Resilience Officer/Emergency Control Room and Emergency Centre management
- Liaise with Emergency Centre staff

#### **4.3.3 Other Voluntary Organisation Support**

The assistance of other voluntary organisations can be requested, as required, to support the operation of an emergency centre by the Duty Emergency Resilience Officer.

## **ACTIVATION AND STAND DOWN PROCEDURES**

### **5.1 General Information**

The circumstances of the emergency will dictate when an emergency centre is required. In general, the need for a Survivor Reception Centre, a Family and Friends Reception Centre or Humanitarian Assistance Centre will become apparent following the initial emergency response phase. The circumstances are normally different in an emergency evacuation where the need for a place of safety or an Emergency Rest Centre to be established is a time critical response.

Notwithstanding these differences, however, the commonality with regard to establishing any emergency centre is that the initial assessment of the need for an emergency centre will be made by the emergency services in attendance.

This assessment will result in the Duty Emergency Resilience Officer being contacted and requested to make the necessary arrangements to identify, activate and manage and operate/support the operation of an emergency centre.

### **5.2 Activation**

The Duty Emergency Resilience Officer has a key role in the selection of appropriate premises (see 3.4.4 Selection of Emergency Centre Premises).

In liaison with emergency responders the Duty Emergency Resilience Officer will decide on the most appropriate premises and make the necessary arrangements for the premises to be opened up. The Duty Emergency Resilience Officer will make contact with Emergency Centre Response Team staff to request their attendance at the emergency centre.

### **5.3 Operation and Management**

Once the emergency centre has been established, the responsibility for its management and operation will pass to the Emergency Centre Manager or a senior police officer, depending on the type of emergency centre in place.

The responsibility of Fife Council and Police Scotland, along with the roles, responsibilities and key tasks of those with roles relating to emergency centres within these organisations, are detailed in 4.1-4.3.

An example of a detailed action card for staff involved in the establishment and operation of an emergency centre is detailed in Appendix 3.

## **5.4 Standing Down**

The decision to stand down an emergency centre will be taken by the emergency services in liaison with the Duty Emergency Resilience Officer, Emergency Centre Manager and/or the council Emergency Control Room.

Once this decision has been taken, the Emergency Centre Manager, in liaison with the Duty Emergency Resilience Officer, will make the necessary arrangements to close the centre.

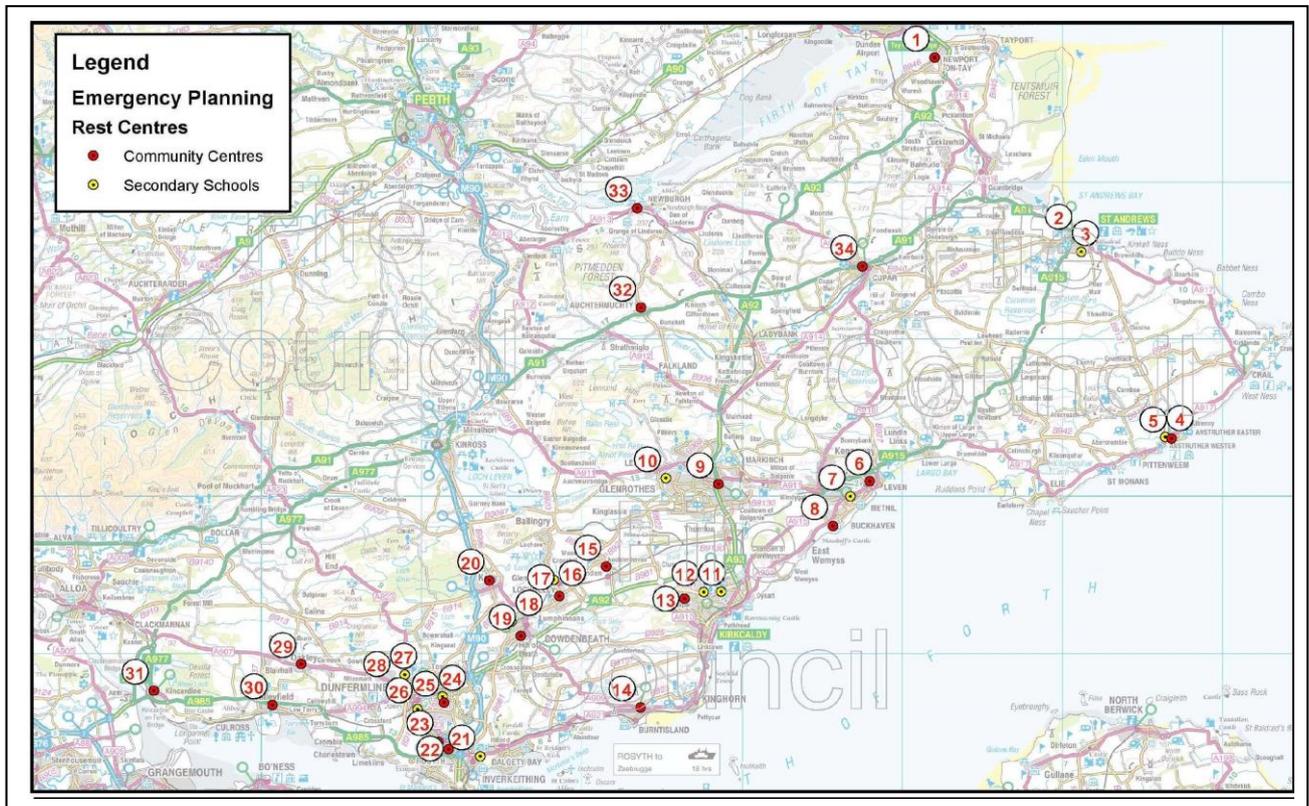
## **5.5 Debriefing**

Depending on the circumstances of the emergency incident there may be an incident debrief. A formal or informal multi-agency debrief will be conducted as required.

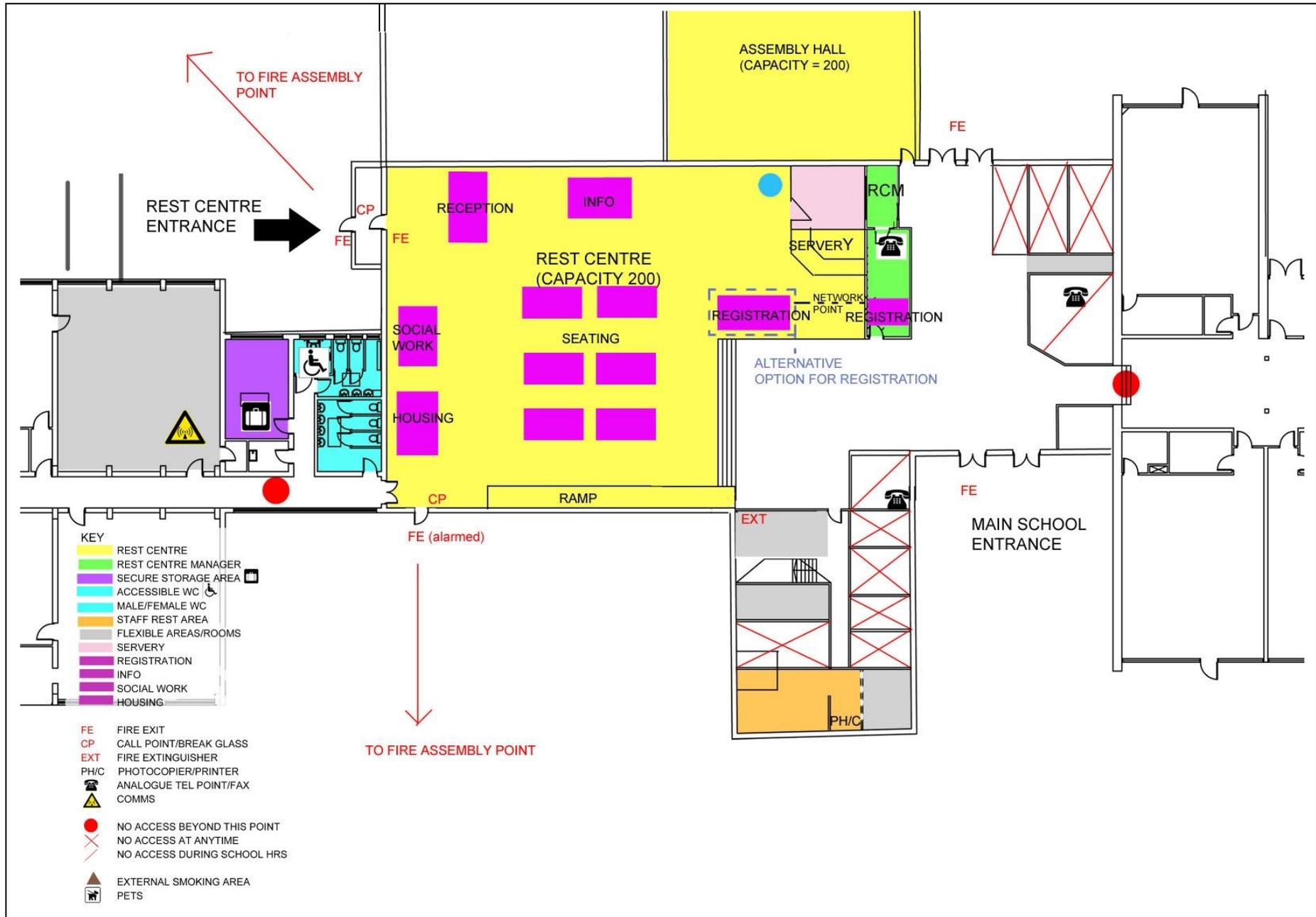
Fife Council and/or Police Scotland will debrief the specific issues from the establishment, operation and management of the emergency centre to ensure that lessons are identified. Lessons identified will be factored into future training to promote an environment of continuous improvement.

## APPENDIX 1: LIST AND MAP OF FIFE COUNCIL'S DESIGNATED EMERGENCY CENTRE SITES

Type	Name	No	Type	Name	No
Community Centre	Blyth Hall, Newport	1	Community Centre	High Valleyfield CC	30
Community Centre	St AndrewsTown Hall	2	Community Centre	Kincardine CC	31
Community Centre	East Neuk Centre, Anstruther	5	Community Centre	Auchtermuchty CC	32
Community Centre	The Centre, Leven	6	Community Centre	Tayside Institute, Newburgh	33
Community Centre	Buckhaven CC	8	Community Centre	Corn Exchange, Cupar	34
Community Centre	Lomond Centre, Glenrothes	9	Secondary School	Madras College, St Andrews	3
Community Centre	Templehall CC, Kirkcaldy	13	Secondary School	Waid Academy, Anstruther	4
Community Centre	Toll Centre, Burntisland	14	Secondary School	Levenmouth Academy, Buckhaven	7
Community Centre	Bowhill CC, Cardenden	15	Secondary School	Glenwood HS, Glenrothes	10
Community Centre	Lochgelly Town Hall	17	Secondary School	St Andrews HS, Kirkcaldy	11
Community Centre	Broad Street CC, Cowdenbeath	19	Secondary School	Kirkcaldy HS	12
Community Centre	Kelty CC	20	Secondary School	Lochgelly HS	16
Community Centre	Parkgate CC, Rosyth	22	Secondary School	Beath HS, Cowdenbeath	18
Community Centre	Camdean CC, Rosyth	23	Secondary School	Inverkeithing HS	21
Community Centre	Abbeyview CC, Dunfermline	25	Secondary School	Woodmill HS, Dunfermline	24
Community Centre	Baldridgeburn CC, Dunfermline	28	Secondary School	Dunfermline HS	26
Community Centre	Oakley Centre	29	Secondary School	Queen Anne HS, Dunfermline	27



## APPENDIX 2: EXAMPLE DESIGNATED EMERGENCY CENTRE FLOOR PLAN



## APPENDIX 3: EXAMPLE EMERGENCY CENTRE ACTION CARD

### **ACTION CARD: EMERGENCY CENTRE MANAGER**

**On receipt of a callout confirm, note and action where appropriate:**

- Nature (e.g. fire, flood, traffic incident, storm), scale, location and time of the incident
- How many evacuees, if known
- Location of identified emergency centre
- Approximate duration the emergency centre may be required, if known
- Location of rendezvous point, if identified, and any special instructions regarding access to centre
- Details of any support staff contacted by Duty Emergency Resilience Officer (DERO)/Emergency Control Room (ECR)
- Start the Record of Manager's Actions
- Take your Fife Council ID and Emergency Response Bag, any personal medication, mobile phone and charger, and suitable clothing with you to the emergency centre
- Bringing valuable items to the emergency centre is not recommended

**On arrival at the centre, action the following (and delegate tasks to a member of support staff if resources allow):**

- Sign in and inform DERO/ECR that you have arrived
- Confirm contact details for yourself and for the centre with DERO/ECR
- Confirm which support staff have been called out and identify any staff already present
- Once staff have been identified, assign the team roles. Depending on availability of staff and resources, actions may have to be prioritised- ensure that reception is manned, registration can be carried out and that information boards are maintained
- If evacuees have already arrived, ensure their names are taken and they are comfortable
- If required, obtain a communications radio from the janitor if these are available
- Check and confirm that the centre is set-up and ready to receive evacuees, and that an (ongoing) dynamic risk assessment is being carried out
- Once all centre activities have been established, oversee their management and ensure that regular up to date information is available to both staff and evacuees, either verbally or through ensuring information boards are updated
- Once the number of evacuees has been established consider and confirm if further resources (e.g. an additional centre) or additional services (housing, social work) are needed to support evacuees. Request these through the DERO/ECR, if necessary
- Liaise with all attending agencies, including the Police Liaison Officer
- Maintain contact with DERO/ECR, providing accurate information about the centre and requesting support/advice as necessary
- Maintain Record of Manager's Actions
- If faced with aggressive behaviour, follow Fife Council protocols and complete the appropriate Health and Safety procedure (refer to Emergency Centre Staff Toolkit for additional guidance and forms)
- Once confirmed by DERO/ECR, close the centre, packing away resources and returning area used to normal business use. Discuss with janitor/caretaker as to whether or not the centre requires cleaning. If required, DERO can arrange this with janitor/caretaker
- Debrief all emergency centre staff before they leave the centre
- Inform DERO/ECR of departure from the centre
- Retain all used paperwork and arrange to deliver to Emergency Resilience Team

## **APPENDIX 4: EMERGENCY CENTRE RESOURCES**

To ensure the effectiveness of the management and operation of an emergency centre there must be a number of planned resources. For the purpose of this plan resources include designated emergency centres, volunteer response staff, emergency response bags and toolkits. The Emergency Centre Manager should make any requests for additional resources through the Duty Emergency Resilience Officer/council Emergency Control Room.

### **A Designated Emergency Centres**

See 3.4, and appendix 1 for details.

### **B Emergency Centre Response Staff**

A team of council staff volunteers has been trained, and receive ongoing training, in the establishment, operation and management of emergency centres.

Their key roles identified for the management and operation/ supporting the operation of emergency centres can be found in 4.1-3 Roles and Responsibilities. Staff have been provided with an emergency response bag, which include action cards detailing specific tasks for each staff role.

Staff are responsible for maintaining the contents of their bag following use at an emergency centre (including after training). The Emergency Resilience Team will review equipment requirements on an annual basis. The equipment bags include:

- Emergency Centre paperwork
- ID bands
- Emergency Centre Response Team Toolkits
- High visibility tabards
- USB with master copies of paperwork and electronic registration spreadsheet
- Universal phone charger pack
- Stationery, including coloured post-it index tabs
- Street Atlas of Fife
- Whistle
- Wind-up torch

### **C Transport**

The Duty Emergency Resilience Officer will co-ordinate transport arrangements, including specialist transport, for evacuees as and when required. Support can be provided by the council's Transportation Service, the Health and Social Care Partnership and also external organisations.